



Non-Attendance Policy

Introduction

Literacy Care is a private special educational consultancy that operates autonomously within the Child Development Network. This autonomy allows full independence concerning professional services and fees. Whilst this working arrangement provides an exceptional environment in which to provide services it also incurs a range of expenses.

As it is no longer possible to cover the expenses incurred through absenteeism the following policy has been formulated.

Policy

Early Notification Cancellation

Cancellation advice provided before 10 am on the working day before the scheduled appointment will NOT incur a cancellation fee.

Late Notification Cancellation

Cancellation advice provided after 10 am on the working day before the scheduled appointment will incur a cancellation fee equivalent to 30% of the scheduled fee.

No Notification

Where no cancellation advice is provided a cancellation fee equivalent to 60% of the scheduled fee will be charged.

Conditions

We recognise that there are exceptional circumstances where this fee may be unfair. The decision as to whether or not the fee will be waived rests with the clinical service provider and you need to discuss the matter with the professional you will be seeing.

Our administrative staff will not be making the decision whether to waive fees.